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This document provides general information about Quartet's guidelines and processes.

Note: This information is subject to change. To ensure you're viewing the most up-to-date information access this document on the Blue Cross and BCN Behavioral Health pages at [ereerrals.bcbsm.com](https://ereerrals.bcbsm.com) or on our Provider Resources site under Member Care > Behavioral Health. (The Provider Resources site is accessible through our provider portal, [availability.com](https://availability.com)\*)

## What is Quartet?

Quartet is an independent company contracted by Blue Cross Blue Shield of Michigan and Blue Care Network to help increase the speed with which fully insured adult members (18 and older) can access behavioral health services. Quartet can connect these members with behavioral health providers appropriate to their needs.

Quartet offers a virtual care navigation solution that connects outpatient behavioral health providers with patients through an online platform. Quartet recruits in-network outpatient behavioral health providers to engage in their referral network and register on their platform. Quartet's services are free to patients and providers. If the patient sees a behavioral health provider, then a copay, deductible, or co-insurance may apply.

## What advantages does Quartet offer to behavioral health providers?

Quartet is an online platform that matches patients with outpatient behavioral health providers. To do this, the Quartet Care Navigation team conducts an initial patient assessment and uses their SmartMatch proprietary algorithm to refer patients to appropriate and in-network behavioral health providers. (Appropriateness is based on the patient's needs and preferences, and the provider's specialty, location and availability.)

This capability, paired with the human-driven engagement of a Quartet Care Navigator, ensures that patients are ready for behavioral health services. Because you're receiving only curated referrals, you should see:

- Referrals matched to your practice's specialty and personnel
- An increase in patients who are engaged in their mental health care from the time of referral

In addition, Quartet can provide aggregated reporting on patient populations and scheduling rates.

## Which members are eligible for Quartet's services?

Starting July 1, 2023, this program will be available to the following adult members (18 and older) who reside in Michigan:

- Fully insured Blue Cross commercial members

- Fully insured BCN commercial members
- All BCN Advantage members
- Select Medicare Plus Blue<sup>SM</sup> members

## What is the role of the Quartet Care Navigation team related to the behavioral health provider?

Quartet's Care Navigation team provides concierge navigation services for patients who would like hands-on assistance in finding an appropriate behavioral health provider.

## How does Quartet help patients?

Quartet provides one-on-one virtual care navigation support to eligible patients ages 18 and older who are in need of outpatient behavioral health care. To do this, Quartet performs an initial patient assessment, asks the patient their preferences, and connects these members with behavioral health providers appropriate to their needs.

Quartet aims to alleviate some of the patient burden by quickly finding an appropriate behavioral health provider that is a good fit for them and reducing the patient's wait time for initial treatment. To do this, Quartet will triage and match patients to in-network behavioral health providers based on their needs and preferences, and the provider's clinical specialty and availability.

Quartet will re-match a patient to a different behavioral health provider if the initial recommendation is not a good fit.

There are two pathways patients can engage with Quartet:

- They can be referred to Quartet by Blue Cross and BCN care managers.
- They can request a referral through the Quartet platform or by calling Quartet directly.

## Is Quartet only for behavioral health providers?

Yes. Quartet matches members to in-network behavioral health providers who register on the Quartet platform.

Both individual and group behavioral health providers that offer outpatient services for mental health conditions and substance use disorders, including medication

management and therapy, are eligible to register. Provider registration and engagement is voluntary.

## How will behavioral health providers learn about Quartet?

Starting in April 2023, Quartet will conduct direct outreach via phone, email, fax, mail, and other outreach efforts to register and engage eligible behavioral health providers to join their referral network. We also published an article in the April 2023 issue of *The Record* along with an Availity alert notifying providers of this new care navigation platform.

## How can I register with Quartet as a behavioral health provider?

Go to [quartethealth.com/mental-health-providers](https://quartethealth.com/mental-health-providers)\* and sign up to receive more details on how to register, how to schedule a demo, or to learn more about Quartet.

Behavioral health providers will get access to the platform once they have:

- Registered with Quartet
- Been screened by Quartet
- Completed training on the Quartet platform

## Can non-behavioral health providers register with Quartet?

No, they cannot. However, you can advise your Blue Cross and BCN patients that they may be eligible for behavioral health care navigation services through Quartet. The patient self-referral landing page will be live starting July 1, 2023 and can be found at [quartehealth.com/get-care/mi/BCBSM](https://quartehealth.com/get-care/mi/BCBSM)\*.

## For what types of services does Quartet refer patients?

Quartet can refer patients only to in-network behavioral health providers that are registered on the Quartet platform and provide outpatient services for mental health conditions and substance use disorders, including medication management and therapy.

Quartet matches members with behavioral health providers for both virtual and in-person visits.

## When will Quartet start matching patients to registered behavioral health providers?

Starting July 1, 2023, this program will be available to eligible members. For details, see "Which members are eligible for Quartet's services?" on page 2.

## Who refers patients to behavioral health providers?

Patients are referred electronically through the Quartet platform.

## How do behavioral health providers receive referrals?

Providers receive referrals electronically through the Quartet platform.

Providers who are registered on the platform receive automated email notifications about referrals and any other updates. The details of the referrals are available within the Quartet platform — they aren't sent via email.

## How do behavioral health providers accept patient referrals?

Providers accept referrals within the Quartet platform. Once providers are registered on the platform, Quartet will provide training and walk providers through the entire process.

To begin registration fill out the form at [quartethealth.com/mental-health-providers](https://quartethealth.com/mental-health-providers)\*.

## How much time do providers have to accept or decline referrals?

Quartet requires behavioral health providers to accept or decline each referral within 36 hours.

## What happens if the behavioral health provider doesn't acknowledge the referral?

If a behavioral health provider doesn't accept or decline a referral within 36 hours, Quartet removes the match from the referral and matches the patient to another behavioral health provider that meets the patient's preferences and needs.

## What is the turnaround time to schedule an appointment after accepting a referral?

After accepting a referral, Quartet recommends that behavioral health providers reach out to the patient at a maximum of 48 hours from referral acceptance to make initial contact and schedule an appointment.

## What happens if the referred member doesn't respond to the provider?

It is recommended that behavioral health providers reach out to a patient at least three times over a two-week period. If the patient doesn't respond, the provider can return the referral to Quartet as unreachable. At that point, Quartet will attempt to re-engage the patient.

Reaching out three times is a suggested guideline. There is no requirement for how many times a provider must reach out to a patient.

Note: Quartet monitors scheduling rates. If a practice has a decrease in scheduling, Quartet may reach out to the practice to help improve scheduling.

## Do behavioral health providers still need to check a member's eligibility and benefits?

Yes. Although Quartet matches members to behavioral health providers based on Blue Cross Blue Shield of Michigan and Blue Care Network provider and membership files, a member's eligibility for coverage can change at any time. Always check the member's eligibility and benefits and inform patients about any costs they may incur.

## Who should providers contact if they're having technical issues with the Quartet platform?

Contact Quartet's support line at 1-877-258-4010 or email [support@quartethealth.com](mailto:support@quartethealth.com).

## Who do providers contact for general questions or concerns about Quartet's care navigation model and referral process?

Contact Quartet's support line at 1-877-258-4010 or email [support@quartethealth.com](mailto:support@quartethealth.com).

## **Quartet Care Navigation Platform**

### **Frequently asked questions for behavioral health providers**

**For Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>  
Blue Care Network commercial and BCN Advantage<sup>SM</sup>**

April 2023

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Quartet is an independent company contracted by Blue Cross Blue Shield of Michigan to connect Blue Cross and BCN members seeking outpatient behavioral health services with the appropriate behavioral health providers.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.